

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	4 0	1 0	5 0
		Martin Gonzalez	0 0	5 5	1 1	6 6
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	16 5	2 1	18 6
	Campus Networking	Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Bobette Phillips	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Enterprise Security	Jed Johnson	0 0	6 0	0 0	6 0
		Sharon Smith	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Help Desk	Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Austin Farey	1 0	20 1	0 0	21 1
		Bill Crowther	0 0	1 0	0 0	1 0
		Cindy Reed	0 0	5 0	0 0	5 0
		Cody Flanders	0 0	11 0	1 0	12 0
		Jay Locker	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	11 0	2 0	13 0
		Mike Sine	0 0	9 8	0 0	9 8
		Mike Wilde	1 0	5 0	0 0	6 0
		Sean Chadbourne	1 0	17 0	0 0	18 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Desktop Support	Stephanie Young	0 0	8 0	0 0	8 0
		Tyler Pearce	0 0	6 1	2 0	8 1
		Assigned to Individual Total	3 0	95 10	5 0	103 10
	Metro B Help Desk	Gary Graham	0 0	1 1	0 0	1 1
		Gavin Barney	0 0	149 144	0 0	149 144
		Todd Manning	0 0	1 1	0 0	1 1
		Torri Randa	0 0	178 173	0 0	178 173
		Assigned to Individual Total	0 0	329 319	0 0	329 319
	Metro B Hosting	Cuyler Steiner	0 0	2 0	0 0	2 0
		Paul Engbersen	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	1 0	2 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Network Operations	Jeff Reed	0 0	2 0	0 0	2 0
		Michael Ostrander	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Operations Production Control	Duane Hardy	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural South Desktop Support	Silas Aitchison	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Anthony Booyse	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	FCR Total	
Tax Commission	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	0 0	1 1	
		Assigned to Individual Total	0 0	2 1	0 0	2 1	
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0	
		Kelly Johnson	0 0	3 0	0 0	3 0	
		Romanza Hamblin Sorensen	0 0	10 9	0 0	10 9	
		Assigned to Individual Total	0 0	15 9	0 0	15 9	
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0	
		Assigned to Individual Total	0 0	2 0	0 0	2 0	
	Assigned Group Total		3 0	486 346	9 1	498 347	
	Customer Company Total			3 0	486 346	9 1	498 347

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Bart Purser	0 0	3 0	0 0	3 0
		Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	4 3	1 1	5 4
		Martin Gonzalez	0 0	5 1	1 0	6 1
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	16 4	2 1	18 5
	Campus Networking	Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Enterprise Security	Jed Johnson	0 0	6 1	0 0	6 1
		Sharon Smith	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	9 2	0 0	9 2
	Help Desk	Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Austin Farey	1 1	20 0	0 0	21 1
		Bill Crowther	0 0	1 1	0 0	1 1
		Cindy Reed	0 0	5 0	0 0	5 0
		Cody Flanders	0 0	11 0	1 0	12 0
		Jay Locker	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	11 0	2 0	13 0
		Mike Sine	0 0	9 0	0 0	9 0
		Mike Wilde	1 0	5 0	0 0	6 0
		Sean Chadbourne	1 0	17 0	0 0	18 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Desktop Support	Stephanie Young	0 0	8 0	0 0	8 0
		Tyler Pearce	0 0	6 0	2 0	8 0
		Assigned to Individual Total	3 1	95 1	5 0	103 2
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Gavin Barney	0 0	149 1	0 0	149 1
		Todd Manning	0 0	1 0	0 0	1 0
		Torri Randa	0 0	178 0	0 0	178 0
		Assigned to Individual Total	0 0	329 1	0 0	329 1
	Metro B Hosting	Cuyler Steiner	0 0	2 0	0 0	2 0
		Paul Engberson	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	1 0	2 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Network Operations	Jeff Reed	0	2	0	2
			0	0	0	0
		Michael Ostrander	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	6	1	7
			0	0	0	0
	Operations Production Control	Duane Hardy	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	1	0	1
			0	0	0	0
		Todd Hardy	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Rural North Desktop Support	Dane Smith	0	1	0	1
			0	0	0	0
		Neil Smedley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Rural South Desktop Support	Silas Aitchison	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Anthony Booyse	0	1	0	1
			0	1	0	1

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MIR Total	
Tax Commission	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	2 1	0 0	2 1	
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0	
		Kelly Johnson	0 0	3 0	0 0	3 0	
		Romanza Hamblin Sorensen	0 0	10 0	0 0	10 0	
		Assigned to Individual Total	0 0	15 0	0 0	15 0	
		Voice/Data/WAN Services	Greg Blessing	0 0	2 1	0 0	2 1
	Assigned to Individual Total		0 0	2 1	0 0	2 1	
	Assigned Group Total		3 1	486 10	9 1	498 12	
	Customer Company Total			3 1	486 10	9 1	498 12

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Bart Purser	0 0.00	3 0.35	0 0.00	3 0.35
		Danielle Hood	0 0.00	3 0.33	0 0.00	3 0.33
		Dustin Crump	0 0.00	4 29.23	1 2.54	5 23.89
		Martin Gonzalez	0 0.00	5 33.48	1 0.00	6 27.90
		Tony Larsen	0 0.00	1 0.93	0 0.00	1 0.93
		Assigned to Individual Total	0 0.00	16 17.96	2 1.27	18 16.10
	Campus Networking	Robert Ryan	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	0 0.00	1 0.19
	Capitol Hosting	Curtis Parker	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Enterprise Security	Bobette Phillips	0 0.00	1 3.57	0 0.00	1 3.57
		Jed Johnson	0 0.00	6 0.42	0 0.00	6 0.42
		Sharon Smith	0 0.00	2 0.23	0 0.00	2 0.23
		Assigned to Individual Total	0 0.00	9 0.73	0 0.00	9 0.73
	Help Desk	Sarah Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Austin Farey	1 1.73	20 0.05	0 0.00	21 0.13
		Bill Crowther	0 0.00	1 1.38	0 0.00	1 1.38
		Cindy Reed	0 0.00	5 0.05	0 0.00	5 0.05
		Cody Flanders	0 0.00	11 0.06	1 0.00	12 0.05
		Jay Locker	0 0.00	2 0.16	0 0.00	2 0.16
		Kraig Ellis	0 0.00	11 0.18	2 0.03	13 0.16
		Mike Sine	0 0.00	9 0.18	0 0.00	9 0.18
		Mike Wilde	1 0.08	5 0.19	0 0.00	6 0.17

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Desktop Support	Sean Chadbourne	1 0.07	17 0.13	0 0.00	18 0.13
		Stephanie Young	0 0.00	8 0.09	0 0.00	8 0.09
		Tyler Pearce	0 0.00	6 0.08	2 0.03	8 0.07
		Assigned to Individual Total	3 0.63	95 0.12	5 0.02	103 0.13
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Gavin Barney	0 0.00	149 0.02	0 0.00	149 0.02
		Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Torri Randa	0 0.00	178 0.00	0 0.00	178 0.00
		Assigned to Individual Total	0 0.00	329 0.01	0 0.00	329 0.01
	Metro B Hosting	Cuyler Steiner	0 0.00	2 0.35	0 0.00	2 0.35
		Paul Engberson	0 0.00	1 0.80	1 0.35	2 0.58
		Assigned to Individual Total	0 0.00	3 0.50	1 0.35	4 0.46
	Network Operations	Brian Chatwin	0 0.00	1 0.06	0 0.00	1 0.06
		Dave Bodily	0 0.00	1 0.00	0 0.00	1 0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Network Operations	Jared Elzinga	0 0.00	1 0.57	1 0.62	2 0.60
		Jeff Reed	0 0.00	2 0.16	0 0.00	2 0.16
		Michael Ostrander	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	6 0.17	1 0.62	7 0.24
	Operations Production Control	Duane Hardy	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.46	0 0.00	1 0.46
		Todd Hardy	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	2 0.29	0 0.00	2 0.29
	Rural North Desktop Support	Dane Smith	0 0.00	1 0.17	0 0.00	1 0.17
		Neil Smedley	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	2 0.15	0 0.00	2 0.15
	Rural South Desktop Support	Silas Aitchison	0 0.00	1 0.88	0 0.00	1 0.88
		Assigned to Individual Total	0 0.00	1 0.88	0 0.00	1 0.88

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 45.25	0 0.00	1 45.25
		Martin Gonzalez	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 22.62	0 0.00	2 22.62
	Voice Operations	Gail Christiansen	0 0.00	2 0.14	0 0.00	2 0.14
		Kelly Johnson	0 0.00	3 0.12	0 0.00	3 0.12
		Romanza Hamblin Sorensen	0 0.00	10 0.17	0 0.00	10 0.17
		Assigned to Individual Total	0 0.00	15 0.15	0 0.00	15 0.15
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 0.61	0 0.00	2 0.61
		Assigned to Individual Total	0 0.00	2 0.61	0 0.00	2 0.61
	Assigned Group Total		3 0.63	486 0.75	9 0.40	498 0.74
Customer Company Total			3 0.63	486 0.75	9 0.40	498 0.74

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Bart Purser	0 0	3 1	0 0	3 1
		Danielle Hood	0 0	3 2	0 0	3 2
		Dustin Crump	0 0	4 1	1 0	5 1
		Martin Gonzalez	0 0	5 1	1 1	6 2
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	16 5	2 1	18 6
	Campus Networking	Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Bobette Phillips	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Enterprise Security	Jed Johnson	0 0	6 0	0 0	6 0
		Sharon Smith	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Help Desk	Sarah Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Austin Farey	1 0	20 0	0 0	21 0
		Bill Crowther	0 0	1 0	0 0	1 0
		Cindy Reed	0 0	5 0	0 0	5 0
		Cody Flanders	0 0	11 0	1 0	12 0
		Jay Locker	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	11 0	2 0	13 0
		Mike Sine	0 0	9 0	0 0	9 0
		Mike Wilde	1 0	5 1	0 0	6 1
		Sean Chadbourne	1 0	17 0	0 0	18 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Desktop Support	Stephanie Young	0 0	8 0	0 0	8 0
		Tyler Pearce	0 0	6 0	2 0	8 0
		Assigned to Individual Total	3 0	95 1	5 0	103 1
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Gavin Barney	0 0	149 0	0 0	149 0
		Todd Manning	0 0	1 0	0 0	1 0
		Torri Randa	0 0	178 0	0 0	178 0
		Assigned to Individual Total	0 0	329 0	0 0	329 0
	Metro B Hosting	Cuyler Steiner	0 0	2 0	0 0	2 0
		Paul Engberson	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	1 0	2 0

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Network Operations	Jeff Reed	0	2	0	2
			0	0	0	0
		Michael Ostrander	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	6	1	7
			0	0	0	0
	Operations Production Control	Duane Hardy	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	1	0	1
			0	0	0	0
		Todd Hardy	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Rural North Desktop Support	Dane Smith	0	1	0	1
			0	0	0	0
		Neil Smedley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Rural South Desktop Support	Silas Aitchison	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Anthony Booyse	0	1	0	1
			0	1	0	1

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Voice/Data/WAN Services	Greg Blessing	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		3 0	486 8	9 1	498 9
	Customer Company Total			3 0	486 8	9 1

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Bart Purser	0 0.00	3 2.89	0 0.00	3 2.89
		Danielle Hood	0 0.00	3 9.44	0 0.00	3 9.44
		Dustin Crump	0 0.00	4 29.24	1 2.94	5 23.98
		Martin Gonzalez	0 0.00	5 40.31	1 35.88	6 39.57
		Tony Larsen	0 0.00	1 1.63	0 0.00	1 1.63
		Assigned to Individual Total	0 0.00	16 22.32	2 19.41	18 22.00
	Campus Networking	Robert Ryan	0 0.00	1 1.63	0 0.00	1 1.63
		Assigned to Individual Total	0 0.00	1 1.63	0 0.00	1 1.63
	Capitol Hosting	Curtis Parker	0 0.00	1 0.88	0 0.00	1 0.88
		Assigned to Individual Total	0 0.00	1 0.88	0 0.00	1 0.88

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Enterprise Security	Bobette Phillips	0 0.00	1 3.57	0 0.00	1 3.57
		Jed Johnson	0 0.00	6 1.39	0 0.00	6 1.39
		Sharon Smith	0 0.00	2 0.72	0 0.00	2 0.72
		Assigned to Individual Total	0 0.00	9 1.48	0 0.00	9 1.48
	Help Desk	Sarah Johnson	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	0 0.00	1
	Metro B Desktop Support	Austin Farey	1 2.58	20 0.42	0 0.00	21 0.56
		Bill Crowther	0 0.00	1 1.38	0 0.00	1 1.38
		Cindy Reed	0 0.00	5 0.05	0 0.00	5 0.05
		Cody Flanders	0 0.00	11 0.44	1	12 0.44
		Jay Locker	0 0.00	2 0.37	0 0.00	2 0.37
		Kraig Ellis	0 0.00	11 1.04	2 0.38	13 0.94
		Mike Sine	0 0.00	9 0.48	0 0.00	9 0.48
		Mike Wilde	1 1.78	5 4.32	0 0.00	6 3.90

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Desktop Support	Sean Chadbourne	1 0.79	17 0.44	0 0.00	18 0.46
		Stephanie Young	0 0.00	8 0.15	0 0.00	8 0.15
		Tyler Pearce	0 0.00	5 0.07	2 0.04	7 0.06
		Assigned to Individual Total	3 1.71	94 0.67	5 0.21	102 0.68
	Metro B Help Desk	Gary Graham	0 0.00	1 0.08	0 0.00	1 0.08
		Gavin Barney	0 0.00	149 0.02	0 0.00	149 0.02
		Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		Torri Randa	0 0.00	178 0.00	0 0.00	178 0.00
		Assigned to Individual Total	0 0.00	329 0.01	0 0.00	329 0.01
	Metro B Hosting	Cuyler Steiner	0 0.00	2 0.77	0 0.00	2 0.77
		Paul Engberson	0 0.00	1 0.80	1 0.35	2 0.58
		Assigned to Individual Total	0 0.00	3 0.78	1 0.35	4 0.67
	Network Operations	Brian Chatwin	0 0.00	1 2.74	0 0.00	1 2.74
		Dave Bodily	0 0.00	1 1.39	0 0.00	1 1.39

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Network Operations	Jared Elzinga	0 0.00	1 1.41	1 0.85	2 1.13
		Jeff Reed	0 0.00	2 3.16	0 0.00	2 3.16
		Michael Ostrander	0 0.00	1 0.69	0 0.00	1 0.69
		Assigned to Individual Total	0 0.00	6 2.09	1 0.85	7 1.91
	Operations Production Control	Duane Hardy	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.46	0 0.00	1 0.46
		Todd Hardy	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	2 0.45	0 0.00	2 0.45
	Rural North Desktop Support	Dane Smith	0 0.00	1 1.18	0 0.00	1 1.18
		Neil Smedley	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	2 0.66	0 0.00	2 0.66
	Rural South Desktop Support	Silas Aitchison	0 0.00	1 0.88	0 0.00	1 0.88
		Assigned to Individual Total	0 0.00	1 0.88	0 0.00	1 0.88

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 45.25	0 0.00	1 45.25
		Martin Gonzalez	0 0.00	1 165.52	0 0.00	1 165.52
		Assigned to Individual Total	0 0.00	2 105.39	0 0.00	2 105.39
	Voice Operations	Gail Christiansen	0 0.00	2 0.35	0 0.00	2 0.35
		Kelly Johnson	0 0.00	3 0.28	0 0.00	3 0.28
		Romanza Hamblin Sorensen	0 0.00	10 0.62	0 0.00	10 0.62
		Assigned to Individual Total	0 0.00	15 0.52	0 0.00	15 0.52
	Voice/Data/WAN Services	Greg Blessing	0 0.00	2 1.19	0 0.00	2 1.19
		Assigned to Individual Total	0 0.00	2 1.19	0 0.00	2 1.19
	Assigned Group Total		3 1.71	485 1.41	9 5.11	497 1.47
Customer Company Total			3 1.71	485 1.41	9 5.11	497 1.47

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

Detail

INC000000609628	Mary Ann Burtch Technical Lead/Project Manager	PC/Laptop Martin Gonzalez	Error Tax Commission	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 165.52
INC000000611854	Valerie Ashby Enterprise Security	None Bobette Phillips	None Tax Commission	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	3.57 3.57
INC000000619190	Karen Edwards Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.21
INC000000619457	MV Park City Application Services	PC/Laptop Martin Gonzalez	Error Tax Commission	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	166.38 200.27
INC000000620215	George Petersen Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.05
INC000000623099	Randolph Prawitt Metro B Desktop Support	Application Tyler Pearce	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: N/A	0.08
INC000000626016	Gerald Osborne Technical Lead/Project Manager	None Anthony Booyse	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	45.25 45.25
INC000000626982	MV Milford Rural South Desktop Support	Print/Copy/Scan/Fax Silas Aitchison	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.88 0.88
INC000000627058	Bruce Johnson Help Desk	Mobile Devices Sarah Johnson	Error Tax Commission	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000627440	Adam Timmins Application Services	Application Dustin Crump	Error Tax Commission	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	107.78 107.78
INC000000628233	MV Citrix Application Services	Application Bart Purser	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: Yes	0.19 6.91
INC000000629106	MV Price Network Operations	Network Jeff Reed	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 3.20
INC000000629109	MV St George Network Operations	None Jeff Reed	None Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 3.11
INC000000629530	MV Nephi Metro B Desktop Support	PC/Laptop Mike Sine	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.55 0.59
INC000000629918	Julia Warga Enterprise Security	PC/Laptop Sharon Smith	Performance Tax Commission	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.15
INC000000630255	Robin King Application Services	PC/Laptop Martin Gonzalez	Error Tax Commission	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.14 0.27

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000630537	Randolph Prawitt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630552	Tam Le	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630553	Kim Flugga	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630584	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630661	Laurel Pate	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630663	Remissa Navarro	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630670	Sonya Pullan	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630671	Kim Flugga	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630673	MV Ogden	PC/Laptop	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630676	Robin MacKenzie-Nielson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630696	Randy Farnsworth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630707	Brett Caldwell	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.17
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.17
INC000000630721	Karalynn Malcolm-Sugden	PC/Laptop	Hardware	None	TIR Missed: No	0.13
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.13
INC000000630760	Ryan Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630806	Ty Berger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000630840	Tiffany Harms	Application	Password	Gmail	TIR Missed: No	0.30
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.30
INC000000630845	Christine Fratto	Application	Password	Gmail	TIR Missed: No	0.09
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.09

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000630867	Carolyn Moosman	Application	Error	Gmail		TIR Missed: No	0.90
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.90
INC000000630880	MV Citrix	PC/Laptop	Performance	None		TIR Missed: No	0.05
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.05
INC000000630942	Beverly Beitel	Telecom	Voice Mail	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.32
INC000000630955	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000630958	Lynn Solarczyk	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000630961	Doug D Green	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000630974	Ashley Thompson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000631141	Kerry Chapman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000631321	Christine Fratto	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000631329	Diana O'Brien	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000631348	Carolyn Goodwin	PC/Laptop	Error	Active Directory		TIR Missed: No	0.00
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low	Closed	TTR Missed: No	1.36
INC000000631390	Cristy Pierce	Application	Error	Microsoft Windows 7		TIR Missed: No	0.46
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low	Closed	TTR Missed: No	0.46
INC000000631401	Denny Lytle	PC/Laptop	Error	Active Directory		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.19
INC000000631414	Roger Barth	Application	Error	Gmail		TIR Missed: No	0.13
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low	Closed	TTR Missed: No	0.13
INC000000631416	Terri Chidester	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000631422	Laurel Pate	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000631430	Ben McAfee	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.39

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000631450	Pat Sorensen	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.22
	Enterprise Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	0.32
INC000000631456	Malinda Tolson	PC/Laptop	Hardware	None	TIR Missed: No	0.17
	Rural North Desktop Support	Dane Smith	Tax Commission	Low Resolved	TTR Missed: No	1.18
INC000000631472	Christine Fratto	Application	Password	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631476	Petra Linares	PC/Laptop	Hardware	None	TIR Missed: No	0.09
	Metro B Desktop Support	Mike Sine	Tax Commission	Low Closed	TTR Missed: No	0.09
INC000000631479	MV Parowan	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631487	MV Loa	Network	Performance	None	TIR Missed: No	0.57
	Network Operations	Jared Elzinga	Tax Commission	Low Closed	TTR Missed: No	1.41
INC000000631490	Janet S Taylor	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631509	Caralyn Streed	Server	Error	None	TIR Missed: No	0.10
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low Closed	TTR Missed: No	1.53
INC000000631520	Shawn Seward	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631540	Angie Hillas	Application	Password	None	TIR Missed: No	0.11
	Enterprise Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	3.66
INC000000631543	Jeanette Sever	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631546	Scott F Richards	Network	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631685	MV Motor Carriers	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631701	MV Logan	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631703	MV Ogden	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631754	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.59
INC000000631797	Cole McAfee	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low Closed	TTR Missed: No	3.96

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000631842	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631848	Brenda Mason	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.38
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low Closed	TTR Missed: No	1.38
INC000000631880	Doral Vance	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631962	Jill Petrie	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631965	Becky McKenzie	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000631966	Jane Otis	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632021	MV Park City	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632043	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632127	Pat Sorensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632247	Larry Hatch	PC/Laptop	Performance	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632268	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632269	Brenda Mason	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632274	Brett Caldwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632295	Laurie Gallegos	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Tax Commission	Medium Resolved	TTR Missed: Yes	35.88
INC000000632320	Marisa Manwaring	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632342	Jackie Curtis	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000632370	Laura Atwood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.25
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.79

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000632567	Holly Ward Metro B Desktop Support	PC/Laptop Cody Flanders	Password Tax Commission	None Medium	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000632609	D'Arcy Dixon Application Services	PC/Laptop Danielle Hood	Error Tax Commission	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 8.41
INC000000632618	Kim Flugga Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632640	Cindy M Clark Metro B Desktop Support	PC/Laptop Mike Wilde	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.65 0.81
INC000000632684	MV Citrix Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632687	Caran Hale-Koch Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632702	MV Farmington Rural North Desktop Support	Print/Copy/Scan/Fax Neil Smedley	Paper Jam Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000632736	Katie Lamb Voice/Data/WAN Services	Telecom Greg Blessing	None Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.11 1.11
INC000000632737	Jeri Torman Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632747	MV Castle Dale Metro B Desktop Support	Print/Copy/Scan/Fax Mike Sine	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000632880	Jan Duggar Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632974	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000632976	Vera Bullock Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633008	MV Citrix Metro B Help Desk	PC/Laptop Torri Randa	Password Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633010	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633012	Debra Frazier Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633016	Dianna Wright Metro B Desktop Support	PC/Laptop Mike Sine	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 2.68

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000633019	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633061	Curtis Stoddard	Storage	Virtual Machine	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633074	Holly Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633160	Michele Espina	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633222	Mark Pochurek	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633267	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633373	Bev Moulton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633375	Karen Yakovich	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633383	Barry Conover	PC/Laptop	Error	Ipads	TIR Missed: No	0.06
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Medium Closed	TTR Missed: No	0.77
INC000000633400	Andrew Rojas	PC/Laptop	Error	None	TIR Missed: No	0.06
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low Closed	TTR Missed: No	0.06
INC000000633404	Isaac Gunderson	PC/Laptop	Error	None	TIR Missed: No	0.19
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low Closed	TTR Missed: No	0.19
INC000000633407	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.10
INC000000633410	Jay Mcmillian	Telecom	Voice Mail	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.35
INC000000633449	Alled Bates	PC/Laptop	Password	None	TIR Missed: No	0.33
	Enterprise Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	0.55
INC000000633496	Dianna Wright	Application	Error	ZENworks for Desktops	TIR Missed: No	0.08
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low Closed	TTR Missed: No	4.56
INC000000633525	Rita C Martinez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000633529	Lee Hill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000633547	Jay Mcmillian	Telecom	Voice Mail	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.54
INC000000633584	Earl Thomas	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633588	D'Arcy Dixon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633592	MV Ogden	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633596	Emily Butler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633648	Julia Warga	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633650	Mike Hurst	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633667	Brady Newswander	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633685	Jeanette Sever	PC/Laptop	Error	Gmail		TIR Missed: No	0.93
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.63
INC000000633753	Spencer Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633822	Craig Jolley	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	1.67
INC000000633836	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.40
INC000000633847	MV Ogden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000633940	Nancy Zullo	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low	Closed	TTR Missed: No	0.90
INC000000634051	Gaylin Ford	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.02
INC000000634081	Curtis Stoddard	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.99
INC000000634083	Virginia Mascarenas	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000634086	Aaron Nichols	PC/Laptop	Error	Microsoft Excel	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634134	Robin King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634135	June Hesleph	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634138	Scott Draper	None	None	None	TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Tax Commission	Low Closed	TTR Missed: No	0.88
INC000000634140	Christine Robinson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634151	Bruce Johnson	Application	Error	Microsoft Windows 7	TIR Missed: No	0.07
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Medium Closed	TTR Missed: No	0.08
INC000000634168	Brady Newswander	Telecom	Call/Receive	Telephone	TIR Missed: No	0.29
	Voice Operations	Kelly Johnson	Tax Commission	Low Closed	TTR Missed: No	0.62
INC000000634231	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	
INC000000634237	MV Citrix	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634264	Wendy Rasmussen	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634266	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	
INC000000634276	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.10
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low Closed	TTR Missed: No	0.32
INC000000634305	Troy Jolley	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634315	Dee Talbot	PC/Laptop	Error	None	TIR Missed: No	0.30
	Metro B Desktop Support	Mike Sine	Tax Commission	Low Closed	TTR Missed: No	0.30
INC000000634377	Arthur Brownell	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634403	Cynthia Mershon	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634471	Pamela Pendleton	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	0.05
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Closed	TTR Missed: No	2.15

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000634572	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.23
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Resolved	TTR Missed: No	2.89
INC000000634581	MV Coalville	PC/Laptop	Hardware	None	TIR Missed: No	0.13
	Rural Central Desktop Support	Todd Hardy	Tax Commission	Low Closed	TTR Missed: No	0.44
INC000000634586	Karalynn Malcolm-Sugden	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.08
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low Closed	TTR Missed: No	0.08
INC000000634630	Mary Morehouse	PC/Laptop	Hardware	None	TIR Missed: No	0.14
	Metro B Desktop Support	Mike Sine	Tax Commission	Low Closed	TTR Missed: No	0.14
INC000000634637	Sandra Iwasaki	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634652	Bethany Harper	PC/Laptop	Performance	None	TIR Missed: No	0.10
	Metro B Desktop Support	Mike Wilde	Tax Commission	Low Closed	TTR Missed: Yes	16.07
INC000000634662	Andre Baksh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634794	Isaac Gunderson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.21
INC000000634809	Pauline Fisher	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634858	Patrick Morris	Telecom	Call Management	Telephone	TIR Missed: No	0.08
	Voice Operations	Gail Christiansen	Tax Commission	Low Closed	TTR Missed: No	0.51
INC000000634891	Laura Atwood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000634948	Blaine Awerkamp	Application	Password	Microsoft Windows 7	TIR Missed: No	0.16
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Closed	TTR Missed: No	0.16
INC000000634956	Laura Atwood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.09
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.09
INC000000634962	Holly Ward	PC/Laptop	Error	Novell iFolder	TIR Missed: No	0.25
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.25
INC000000634974	Lynn Solarczyk	PC/Laptop	Performance	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000635122	Barry Conover	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000635130	Susan Dansie	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000635132	Camille Barber Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635144	Brett Caldwell Metro B Desktop Support	Application Kraig Ellis	Error Tax Commission	Novell iFolder Low	TIR Missed: No TTR Missed: No	0.25 1.24
INC000000635145	Brett Caldwell Metro B Help Desk	Application Gavin Barney	Error Tax Commission	QuickBooks Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635159	Laura Atwood Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Excel Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635213	Aaron Johnson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635231	MV Cedar City Network Operations	Network Brian Chatwin	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.06 2.74
INC000000635380	Remissa Navarro Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635381	Stephen Nance Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635385	MV Parowan Network Operations	Network Dave Bodily	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 1.39
INC000000635411	Bev Moulton Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635412	Bev Moulton Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.20 0.63
INC000000635413	Monika Wheaton Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635467	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635472	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635497	Arthur Brownell Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	Google Chrome Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635509	Paula Vanikiotis Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635528	Holly Ward Enterprise Security	PC/Laptop Jed Johnson	Performance Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	1.25 3.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000635543	MV Coalville	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000635571	MV South Valley	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000635585	Brian L Stone	Application	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000635700	Sherri Wood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000635718	Candace Hays	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000635722	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.73
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.74
INC000000635771	Jim Thompson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000635888	Richard Kirkland	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Sine	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000635904	Colleen McDonald	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000635983	Richard Kirkland	Telecom	None	None		TIR Missed: No	0.10
	Voice/Data/WAN Services	Greg Blessing	Tax Commission	Low	Closed	TTR Missed: No	1.26
INC000000635987	Charlie Roberts	PC/Laptop	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636034	April Weiler	PC/Laptop	Error	None		TIR Missed: No	0.37
	Enterprise Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	1.29
INC000000636080	Jan Duggar	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636231	Troy Jolley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636256	Cheryl Hurley	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636258	Cheryl Hurley	PC/Laptop	Hardware	None		TIR Missed: No	0.78
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low	Closed	TTR Missed: No	0.78
INC000000636303	MV Citrix	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.12

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000636356	Brandon Cowdell	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low	Closed	TTR Missed: No	0.04
INC000000636490	MV Farmington	PC/Laptop	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636598	Jeanette Sever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636612	Andrew Rojas	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000636616	Kelley Perkins	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636620	Gloria Spriggs	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636625	Jeremy Troester	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636662	Julie Hird	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636664	Debra Walker	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636694	Mary Ann Burtch	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636721	Heather Gamon	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636756	Kimm Lacy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636850	MV Citrix	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000636856	Alisha Jerauld	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636864	Jeanette Sever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636865	Doral Vance	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636869	MV Farmington	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000636873	Victoria Youtsey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636892	Alisha Jerauld	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low	Closed	TTR Missed: No	0.28
INC000000636911	James Teton	PC/Laptop	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636952	Eric Higbee	PC/Laptop	Error	None		TIR Missed: No	0.21
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.61
INC000000636959	Karen Edwards	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000636970	MV South Valley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000636974	Rita C Martinez	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637009	Michele Espina	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637050	Mary Morehouse	PC/Laptop	Hardware	None		TIR Missed: No	0.41
	Metro B Desktop Support	Mike Sine	Tax Commission	Low	Closed	TTR Missed: No	0.41
INC000000637165	Chris Shawcroft	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000637171	Barry Conover	PC/Laptop	Password	PGP		TIR Missed: No	0.07
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	High	Closed	TTR Missed: No	0.79
INC000000637199	MV South Valley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637215	Cindy M Clark	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637225	Barry Conover	None	None	None		TIR Missed: Yes	1.73
	Metro B Desktop Support	Austin Farey	Tax Commission	High	Resolved	TTR Missed: No	2.58
INC000000637371	Lynda Wood	None	None	None		TIR Missed: No	0.00
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637384	Carolyn Goodwin	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637395	Roger Barth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000637425	Sean Faurschou	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637428	Brad Christensen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637469	Mike Hurst	PC/Laptop	Performance	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637478	Eric Cropper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637481	Ray Paulsen	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637483	Terri Chidester	PC/Laptop	Error	None		TIR Missed: No	0.03
	Metro B Desktop Support	Mike Sine	Tax Commission	Low	Closed	TTR Missed: No	0.03
INC000000637512	MV Brigham City	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637551	Terri Chidester	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637555	Caran Hale-Koch	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637578	Eric Higbee	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637602	Shandra Winters	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637644	Julie Halvorson	PC/Laptop	Error	Gmail		TIR Missed: No	0.45
	Application Services	Martin Gonzalez	Tax Commission	Low	Closed	TTR Missed: No	0.50
INC000000637650	Jane Phan	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637660	Charlie Roberts	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637665	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637669	MV Provo	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000637784	Katie Lamb	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000637786	Lorie Ferguson	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000637841	Cheryl A Sielhorst	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000637958	Sonya Pullan	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000637959	Bethany Harper	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638004	MV Citrix	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638170	Cindy M Clark	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638190	Allied Bates	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638220	Brandon Barlow	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638222	Lorie Ferguson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638230	Sonya Pullan	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638287	Janette Woodhouse	Telecom	Voice Mail	Telephone	TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.40
INC000000638330	Pat Sorensen	PC/Laptop	Error	Gmail	TIR Missed: No	0.27
	Application Services	Dustin Crump	Tax Commission	Low Closed	TTR Missed: No	0.31
INC000000638331	Tina Wright	PC/Laptop	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638339	Beverly Beitel	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638345	Angelina Carr	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638351	Kitione Touhuni	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638437	Bryan Jackson	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000638442	Aaron Johnson	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638618	MV Duchesne	Server	Error	None	TIR Missed: No	0.57
	Metro B Hosting	Cuyler Steiner	Tax Commission	Low Closed	TTR Missed: No	1.08
INC000000638686	Dustin Ashcroft	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638688	Lynn Solarczyk	PC/Laptop	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638691	Stephanie Vert	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638778	MV Provo	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000638861	Cheryl A Sielhorst	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000638862	April Weiler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000638944	Amanda Norton	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000638968	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000639020	Nery Coleman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.04
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Resolved	TTR Missed: No	0.04
INC000000639080	Dustin Gleed	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000639121	Julie Halvorson	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000639165	Earl Thomas	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000639418	Felicia Sandoval	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000639419	Felicia Sandoval	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000639425	Shaunna Bracken	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000639511	Heather Mamales	Telecom	None	None		TIR Missed: No	0.05
	Voice Operations	Kelly Johnson	Tax Commission	Low	Resolved	TTR Missed: No	0.22
INC000000639530	MV Ogden	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639532	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639534	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.08
INC000000639541	Marcus Prawitt	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639545	Robin MacKenzie-Nielson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639548	MV South Valley	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639579	Beverly Beitel	PC/Laptop	Hardware	None		TIR Missed: No	0.19
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.48
INC000000639587	Dwight Rimmasch	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639598	Randy Farnsworth	Application	Error	Gmail		TIR Missed: No	0.88
	Application Services	Danielle Hood	Tax Commission	Low	Resolved	TTR Missed: Yes	17.61
INC000000639616	Pauline Fisher	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639619	Christena Ohrn	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639624	Duane Kuehl	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639627	Robin Nielson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639660	Larry Hatch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639689	Deon Loynd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639707	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000639712	Susan D Bowman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639726	Pamela Pendleton	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639733	Leslee Katayama	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639751	Colleen Conover	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639753	Heather Memales	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639774	Colleen Conover	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.10
INC000000639817	June Hesleph	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639818	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639819	MV Special Services	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639845	Zane Rasmussen	Telecom	None	None		TIR Missed: No	0.20
	Voice Operations	Gail Christiansen	Tax Commission	Low	Resolved	TTR Missed: No	0.20
INC000000639853	Jennifer Stanger	Application	Error	Gmail		TIR Missed: No	0.10
	Application Services	Danielle Hood	Tax Commission	Low	Resolved	TTR Missed: No	2.29
INC000000639875	Ryan Tucker	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639903	Cynthia Mershon	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639913	Doral Vance	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	1.19
INC000000639919	Steffani Pace	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639923	MV Citrix	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639925	Joshua Blood	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000639926	Amy Stone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639928	Julia Warga	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639929	Doral Vance	None	None	None		TIR Missed: No	0.24
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low	Resolved	TTR Missed: No	0.62
INC000000639944	Felicia Sandoval	Application	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low	Resolved	TTR Missed: No	0.11
INC000000639951	MV South Valley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639954	Janet S Taylor	Application	Error	Gmail		TIR Missed: Yes	5.75
	Application Services	Dustin Crump	Tax Commission	Low	Resolved	TTR Missed: No	5.75
INC000000639995	Laurie Gallegos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000639997	Kimberly Barber	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.26
INC000000639999	Karen Edwards	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.24
INC000000640037	MV South Valley	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640056	Lara Capes	Application	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640061	Ryan Allen	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640106	Ray Paulsen	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640274	Inez Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640286	Michele Espina	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640375	Lance Lamb	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640377	Lynda Wood	Application	Error	Gmail		TIR Missed: Yes	1.28
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	1.28

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000640380	June Hesleph	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640381	Angel Hooper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640406	Julie Hird	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640501	Kimm Lacy	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640511	Sherri Wood	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640517	MV Ogden	PC/Laptop	Performance	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640519	Felicia Sandoval	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640520	Jonathan Brockman	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640523	Delbert Ahlstrom	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640554	Jody Fernelius	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.58
INC000000640591	Christopher Barnes	PC/Laptop	Error	None		TIR Missed: No	0.41
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.41
INC000000640597	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640602	Brandon Barlow	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640633	Bryan Bowles	Application	Error	Gmail		TIR Missed: No	0.03
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low	Resolved	TTR Missed: No	0.03
INC000000640647	MV St George	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640730	MV Salt Lake City	Network	Performance	None		TIR Missed: No	0.62
	Network Operations	Jared Elzinga	Tax Commission	Medium	Resolved	TTR Missed: No	0.85
INC000000640769	Larry Hatch	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000640774	MV St George	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640776	June Hesleph	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640791	Jeanette Sever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640916	Cindy M Clark	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000640935	Carolyn Leeper	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.06
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.55
INC000000640968	Joann Rhodes	PC/Laptop	Password	None		TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	1.68
INC000000641005	Pamela Pendleton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641036	Randall Gardner	Application	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641107	Laurie Gallegos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641151	Felicia Sandoval	Application	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low	Resolved	TTR Missed: No	0.04
INC000000641156	Rexalee Jolley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641242	Anna Marie Andersen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Tax Commission	Low	Resolved	TTR Missed: No	0.08
INC000000641340	Donald Conger	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641345	Brooke DiFrancesco	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641455	MV South Valley	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.16
INC000000641462	Irene Aleman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641552	Deann Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.01

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000641555	Craig Sandberg	PC/Laptop	Performance	Postini		TIR Missed: No	0.32
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	0.36
INC000000641598	John Collen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641599	Kelsey Gallacher	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641602	Siafolau Leiato	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641620	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641624	Sonya Pullan	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641629	MV Ogden	PC/Laptop	Error	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641632	Shelley Eastmond	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641636	Kevin Park	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641643	John Collen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641656	Cynthia Williams	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641683	Cheryl Hurley	Application	None	Gmail		TIR Missed: No	0.18
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.18
INC000000641712	Cheryl Hurley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	2.16
INC000000641729	Chrysanne Newman	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641753	Leann Tolino	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641797	MV Citrix	PC/Laptop	Performance	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641831	Bryan Jackson	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000641858	Vera Bullock	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Hosting	Cuyler Steiner	Tax Commission	Low	Resolved	TTR Missed: No	0.47
INC000000641968	Craig Powell	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641982	Cindy M Clark	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000641995	Ann Dillenbeck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642126	Randall Gardner	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642127	Karen Lingard	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642133	Kevin Park	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642147	Denny Lytle	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Medium	Resolved	TTR Missed: No	0.00
INC000000642178	Heidi Ashdown	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642249	MV Fillmore	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642250	Christena Ohrn	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.06
INC000000642252	April Weiler	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642254	Melanie Palmer	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642259	Marisa Manwaring	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642269	June Hesleph	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642274	Alan Dunlap	Server	Error	None		TIR Missed: No	0.80
	Metro B Hosting	Paul Engberson	Tax Commission	Low	Resolved	TTR Missed: No	0.80
INC000000642275	MV Vernal	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000642280	Trini Beyer	Application	Error	Gmail		TIR Missed: No	0.10
	Application Services	Bart Purser	Tax Commission	Low	Resolved	TTR Missed: No	0.43
INC000000642291	Tina Wright	Application	Error	Microsoft Windows 7		TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.08
INC000000642402	MV Farmington	PC/Laptop	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642412	Aimee Turbin	Application	Error	Gmail		TIR Missed: No	0.11
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.11
INC000000642415	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.14
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.14
INC000000642438	Ray Paulsen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642473	Christena Ohrn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Metro B Desktop Support	Kraig Ellis	Tax Commission	Low	Resolved	TTR Missed: No	0.92
INC000000642551	Joanne Phillips	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642552	Kelli Palmer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642562	Gene Petrie	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642571	Stephanie Vert	Application	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.11
INC000000642582	Richard Lewis	Application	Error	QuickBooks		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642583	Richard Lewis	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642639	Brian Udink	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642649	Janette Woodhouse	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642672	Stan Allen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.23
INC000000642705	Laurie Gallegos	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.07

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000642707	Amy Arnn	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.09
INC000000642720	Becky Flinders	Telecom	None	None		TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Resolved	TTR Missed: No	0.39
INC000000642728	Betty Stearns	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642775	Julia Warga	PC/Laptop	Performance	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642888	Tenzin Tsering	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642907	Lisa Manning	PC/Laptop	Hardware	Ipads		TIR Missed: No	0.07
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low	Resolved	TTR Missed: No	0.07
INC000000642952	Bruce Johnson	Application	Error	Microsoft Windows 7		TIR Missed: No	0.08
	Metro B Desktop Support	Mike Wilde	Tax Commission	High	Resolved	TTR Missed: No	1.78
INC000000642965	Hossein Zaryoun	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000642969	Gil Baker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643007	Kimberly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643012	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643059	Jennifer Condie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643060	Jackie Curtis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643073	Alled Bates	PC/Laptop	Performance	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643080	Aaron Johnson	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643091	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643270	Caralyn Streed	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000643272	Michael Paletta	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643274	Leslee Katayama	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643285	Jonathan Brockman	PC/Laptop	Hardware	None	TIR Missed: No	0.17
	Metro B Desktop Support	Cindy Reed	Tax Commission	Low Resolved	TTR Missed: No	0.17
INC000000643312	Michael Cragun	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643438	Tyler Hutchings	PC/Laptop	Error	None	TIR Missed: No	0.14
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low Resolved	TTR Missed: No	0.14
INC000000643448	Devin Scott	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643455	Julie Goins	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643468	Lindsey Boone	Application	Error	GenTax	TIR Missed: No	0.02
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.02
INC000000643476	Jackie Curtis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.11
	Enterprise Security	Jed Johnson	Tax Commission	Low Resolved	TTR Missed: No	0.13
INC000000643513	Rosie Akeripa	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643520	Trudy Gibbons	Network	Incident	Novell eDirectory	TIR Missed: No	0.39
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.39
INC000000643521	Rosie Akeripa	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643526	Amorette Child	Network	Performance	Novell eDirectory	TIR Missed: No	0.35
	Metro B Hosting	Paul Engberson	Tax Commission	Medium Resolved	TTR Missed: No	0.35
INC000000643544	Robin Nielson	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643556	Heidi Ellison	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643557	Jeanette Sever	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000643561	Shawn Seward	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000643567	Laralee Roberts	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643572	Joanne Phillips	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Cody Flanders	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643645	Heidi Ashdown	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643767	James Teton	Application	Error	Active Directory		TIR Missed: No	0.06
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.06
INC000000643770	Tina Wright	Application	Error	Gmail		TIR Missed: No	0.11
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	0.16
INC000000643777	Christena Ohrn	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643780	Lori Geary	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643805	James Adams	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.19
	Campus Networking	Robert Ryan	Tax Commission	Low	Resolved	TTR Missed: No	1.63
INC000000643813	Ruth Ann Jefferies	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643898	Tania Rodriguez	Application	Error	Gmail		TIR Missed: No	0.76
	Application Services	Bart Purser	Tax Commission	Low	Resolved	TTR Missed: No	1.32
INC000000643906	Sandra Herbert	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.15
INC000000643959	MV Salt Lake City	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000643996	Sarajane Fife	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644140	Barry Conover	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	
INC000000644142	Alisi Tupou	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644170	MV Farmington	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644203	Sonya Pullan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000644213	Cynthia Mershon Network Operations	Network Michael Ostrander	Performance Tax Commission	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.08 0.69
INC000000644262	Karen Lingard Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644280	Craig Sandberg Metro B Help Desk	Storage Torri Randa	Virtual Machine Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644283	Singh Rupinder Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.47 0.47
INC000000644295	Julie Halvorson Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644325	Dolores Furniss Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.01 0.01
INC000000644388	Kyle Boyer Metro B Desktop Support	PC/Laptop Tyler Pearce	Password Tax Commission	None Medium	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644409	Mike Hurst Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No TTR Missed: No	0.05 0.16
INC000000644453	Cindy M Clark Metro B Help Desk	None Torri Randa	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644456	Victoria Youtsey Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644465	Jinx Chase Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644519	Sherri Wood Enterprise Security	Application Jed Johnson	Password Tax Commission	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.53 0.69
INC000000644588	Jonathan Brockman Metro B Help Desk	PC/Laptop Torri Randa	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644601	Victoria Youtsey Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644643	MV Fillmore Metro B Help Desk	PC/Laptop Torri Randa	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000644685	Arthur Brownell Application Services	PC/Laptop Dustin Crump	Error Tax Commission	Gmail Medium	TIR Missed: Yes TTR Missed: No	2.54 2.94
INC000000644688	MV Brigham City Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Tax Commission

INC000000644726	Karalynn Malcolm-Sugden	Application	Error	Gmail		TIR Missed: Yes	3.12
	Application Services	Dustin Crump	Tax Commission	Low	Resolved	TTR Missed: No	3.12
INC000000644729	Sarah Birch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644739	Bruce Johnson	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644770	Sherry Bushnell	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644964	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644965	MV Citrix	Server	Performance	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00